



INTERCONTINENTAL[®]
SAN FRANCISCO

EMERGENCY INFORMATION

SAN FRANCISCO FIRE DEPARTMENT

FOR EMERGENCY, DIAL 911

NON-EMERGENCY, 415-558-3268

STATION# 1 935 Folsom Street @ 5th Street 2 blocks



STATION# 8

26 Bluxome Street

6 blocks



SAN FRANCISCO POLICE DEPARTMENT



SFPD Southern Station

1251 3rd Street
San Francisco, CA 94158

[Get Directions >](#)

[Southern Station Map >](#)

SFPD Southern Station community meetings are held on the third Wednesday of the month at various locations in the Southern Station District. Check the [SFPD calendar](#) for time and more details on Station community meetings and San Francisco events.

Station Contacts

Phone [1-415-575-6000](tel:1-415-575-6000)
TTY (hearing-impaired) [1-415-575-6079](tel:1-415-575-6079)
Email SFPDSouthernStation@sfgov.org
Anonymous Tip Line [1-415-552-4901](tel:1-415-552-4901)
Fax 1-415-575-6090
Permit Officer [1-415-575-6000](tel:1-415-575-6000)

[twitter](#)

General Contacts

Emergency Phone [9-1-1](tel:9-1-1)
Non-Emergency Phone [1-415-553-0123](tel:1-415-553-0123)
City Services & Questions [3-1-1](tel:3-1-1)

24 HOUR HOSPITAL EMERGENCY ROOMS

St. Francis Memorial Hospital 900 Hyde Street (415) 353-6000	1-1/2 Miles approximate
Chinese Hospital 845 Jackson Street (415) 982-2400	1-3/4 Miles approximate
Kaiser Permanente 2425 Geary Street (415) 833-2200	2 Miles approximate
San Francisco General Hospital 1001 Potrero Avenue (415) 206-8000	2 Miles approximate

24 HOUR OUTCALL DOCTORS

Traveler's Medicine Group

Jim Savage MD 415-981-1102 office 415-420-2626 cell

24 HOUR PHARMACIES

Walgreens

459 Powell Street
(415) 984-0793

1 Mile approximate

CVS

731 Market Street
415-398-2578

1/2 Mile approximate

EMERGENCY INFORMATION

The InterContinental San Francisco provides security both internally and externally on a 24-hour basis to ensure your safety and comfort while here as our guest.

If you the Guest determines that you require Emergency Response, please Dial 911 Immediately.

In the event that you encounter an injury, illness, or any other “non-life threatening” situation, you may summon immediate Security Department assistance by Dialing “0” on any house telephone and REQUEST to be connect to Security. A member of the Security Staff, trained in emergency procedures, will respond accordingly. Should it be determined that further emergency assistance is needed, the Security Department will notify the appropriate agency via the 911 emergency system.

EMERGENCY INFORMATION

Safety & Security

The safety and security of our guests and their personal belongings is very important to us at the InterContinental San Francisco. We ask you to take advantage of the following recommendations:

Safe Deposit Boxes

Do not leave any valuables or money unsecured in your room. We have provided in-room safes and safe deposit boxes for your valuables – free of charge. The hotel is not responsible for any unsecured valuables. The safe deposit boxes are located in the lobby at the rear of the Front Desk.

Admittance

Do not admit unknown persons to your room without identifying them. A “peep-hole” is provided for you in the door of your room. If there is any doubt of the person's identity, please contact Instant Service by pressing the Instant Service button on your phone.

Keys

Safeguard your room key at all times. Do not leave it in your room or give your key to others. Should you lose your key, please notify Instant Service by pressing the Instant Service button on your phone immediately. The door lock combination will be changed and a new key issued to you.

Safety Escorts

If desired, Security personnel will escort you to and from your guest room or anywhere within the hotel; please call Instant Service.

Lost and Found

Any item(s) that is lost on the hotel property please Dial “0” from any In-House Telephone and have the Instant Services Operator connect you to the Housekeeping Department between the Hours of 7:00am and 10:00pm Daily.

Telephone Calls

Report any suspicious or indecent telephone calls to the Operator by dialing “0”. In the event of a power outage, the only functioning telephone in your room will be the telephone in your bathroom.

Americans with Disabilities Act

We are pleased to inform you that the InterContinental San Francisco is in compliance with the Americans with Disabilities Act. A variety of state-of-the-art features enhance convenience and safety for disabled guests throughout the hotel.

Automated External Defibrillator

An AED is located in the Instant Service office behind the Front Desk.

FAQ

- What is the security number to dial from a house phone? What is the security number to dial from an outside line (i.e. a cell phone)
 - Emergency Calls: Callers are to call 911. Non-Emergency: Callers should dial “0” from any in-house telephone. Callers using an outside line or mobile telephone should call the Main Number to the Hotel (415) 616-6500 and ask to be connected to the Manager On-Duty.

- What happens when someone dials 911 directly from an in-house phone? Do they go straight to a 911 operator or are they intercepted by the hotel’s security department?
 - All 911 calls go directly to SF 911 Call center for dispatching to the appropriate first responder(s).

- What is the hotel’s procedure when an alarm goes off? Hotel Emergency Response Team is immediately dispatched 24/7 to respond, investigate, take appropriate mitigation action. Is there an announcement through an intercom system?
 - Yes, Fire Life Safety System (FLSS) generates automated messaging, per local fire code.

- Does an alarm trigger a mandatory evacuation?
 - Yes

- How is this communicated and executed?
 - Via the hotel’s Fire Life Safety System (FLSS) Intercom system.

- Is there someone on staff 24hrs a day that is First Aid / AED certified?
 - Yes, the entire security team which is staffed 24/7.

- Where is the dedicated emergency evacuation area?
 - Corner of 4th and Howard Streets, right in front of Moscone West Entrance. Please Note: the hotel has a “Mutual Aid agreement in place with the Moscone Center.